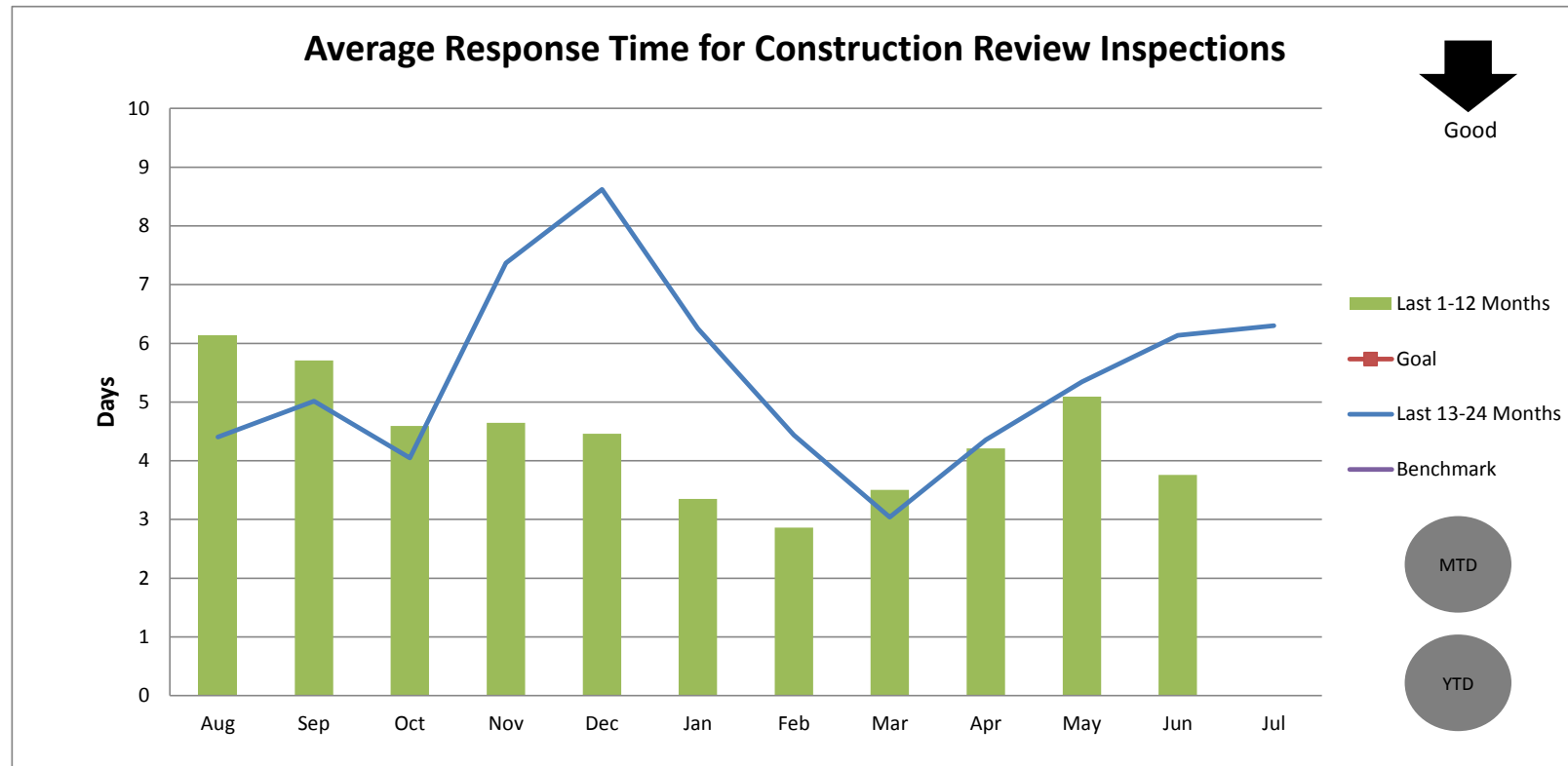# Codes: Average Response Time for Construction Review Inspections

Measurement Method: The response time beginning at the time the customer calls to the time a construction inspection is conducted

Why Measure?   To provide excellent city services

What is our goal?   Reduce the response time

How are we doing?   YTD Goal was not defined; YTD Average = 4 days; MTD = 3.8 days

Average Response Time for Construction Review Inspections

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Average	Median	Standard Deviation	Totals
Last 13-24 mos	4.4	5.0	4.0	7.4	8.6	6.3	4.4	3.0	4.4	5.3	6.1	6.3	5	5.2	2	N/A
Last 1-12 mos.	6.1	5.7	4.6	4.6	4.5	3.3	2.9	3.5	4.2	5.1	3.8	X	4	4	1	N/A

Forum Date: 8/23/2012